

Changing or Recovering Your PIN

This article explains how to locate, change, or recover your PIN in Absence Management.



The steps to update a PIN remain the same for both standard and multi-district subs.

View or Update via Preferences

To locate or change your PIN, select the "Preferences" option in your application's side navigation.

The screenshot shows the Absence Management application interface for Victoria County School District. The top navigation bar includes the text "Absence Management" and "Victoria County School District" with a dropdown arrow. Below this is a "NAVIGATION" menu with a back arrow icon. The menu items are: Home, Available Jobs (with a notification badge), History, Feedback, Preferences (highlighted with a red border), and Resource Library (with a right arrow). The background of the application shows a calendar for June 2024 with two views: a weekly view on the left and a monthly view on the right. In the weekly view, the date "3" (Friday) is highlighted with a box. In the monthly view, the date "3" (Monday) is highlighted.

From the "Preferences" page, select the **Phone Credentials** option on the left.

The screenshot shows the 'Absence Management' interface for 'Victoria County School District'. The user is logged in as 'Melody Pond' in 'Multi-District View'. A sidebar on the left contains navigation icons and a menu with 'Phone Credentials' highlighted. The main content area displays the 'Phone Credentials' form. The form includes a header, an explanatory paragraph, a 'Learn More' link, and fields for 'Phone (login id)', 'Multi-District Phone PIN', 'New PIN', and 'Confirm New PIN'. At the bottom right are 'Clear Form' and 'Save Changes' buttons.

The system will provide your phone login ID, as well as your current PIN and the option to change it.

If you need to change your PIN, enter a new, 6-digit PIN in the "New PIN" field and re-enter it in the "Confirm New PIN" field to verify.

Once you are finished, click **Save Changes**.

This is a close-up of the 'Phone Credentials' form. It features a light blue header with the title 'Phone Credentials'. Below the header is a paragraph explaining that the phone ID and PIN are used for signing into the Absence Management phone system as a multiple district substitute, with a 'Learn More' link. The form contains the following fields: 'Phone (login id): 4845556863', 'Multi-District Phone PIN: 675837', 'New PIN: [input field]', and 'Confirm New PIN: [input field]'. At the bottom right, there are two buttons: 'Clear Form' and a green 'Save Changes' button with a checkmark icon.

Retrieve Via PIN Recovery

If you are unable to log in and view your phone credentials, you can request they be sent to your email from the [Absence Management PIN webpage](#).

Pin

Not sure what your ID is? - Try your phone number.

Click 'Email PIN' to have your PIN emailed to you.

Employee Type

Phone

First Name

Last Name

- Select the **Substitute** option from the "Employee Type" dropdown.
- Enter the phone number affiliated with your account
- Include your first and last name.
- Click the **Email PIN** button.

The system will send a recovery email where you can view your PIN.

Next Steps: See [Substitute Login Credentials](#) to learn the difference between your PIN vs a Frontline ID account.